



SUCCESS STORY
Healthcare

ENGAGE

ENGAGE | PROBLEM SOLVED

To help member hospitals and clinics easily, securely, and affordably protect expanding data volumes, Engage switched to NetApp® AltaVault backup.

Engage Simplifies and Streamlines the Backup of Healthcare Records in the Cloud

Engage, the technology division of nonprofit Inland Northwest Health Services (INHS), understands the data management challenges today's hospitals and clinics face. To better serve its member hospitals, Engage replaced costly purpose-built backup appliances (PBBAs) and tape with efficient and encrypted NetApp AltaVault to back up to the Engage HealthCloud ObjectStore.

Condensed backups
by more than

50%

**TENS OF
THOUSANDS**
of dollars saved compared
to traditional backup

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“In addition to simplicity and savings, our NetApp AltaVault and Engage HealthCloud ObjectStore-supported backup service makes it easy for customers to check off all those boxes for meaningful-use HITECH Act and regulations compliance.”

Frank Tollefson
Assistant Director of Network Services, INHS/Engage

A BUSINESS BUILT TO HELP HOSPITALS THRIVE

Sophisticated healthcare applications, data-intensive technologies such as MRIs, and even the rollout of new IoT sensors and personal devices are generating more patient data faster than ever before. Add stringent regulations mandating secure, long-term records retention and it's no wonder that healthcare providers feel challenged to meet all of these requirements while containing costs and improving the quality of patient care.

Engage, the technology division of nonprofit Inland Northwest Health Services (INHS), understands the data management challenges today's hospitals and clinics face. In response, the organization finds innovative ways to help medical centers leverage information technology to enhance both operational efficiencies and quality of care.

CHALLENGE

The high cost of tape

Nearly 40 hospitals rely on Engage's hosting services to manage and protect their critical data, such as MEDITECH electronic

health records data. Initially, the division offered tape-based backup services, but the time and cost to create, manage, transport, and store the data quickly skyrocketed. “Our monthly expenditures were going through the roof,” says Sean Harnett, an assistant director of Network Services at INHS/ Engage. “To continue to provide customers with cost-effective solutions, we needed to make our backup processes more efficient.”

A new approach to an old problem

Decision makers first considered purpose-built backup appliances (PBBAs). But that meant purchasing expensive redundant boxes with limited scalability outside of sizing up to the next appliance. Software ties across hardware lines also meant that vendor lock-in would limit future choice.

NetApp AltaVault cloud-integrated storage soon caught their attention with a unique alternative. To a business already invested in the freedom and flexibility of open source architecture, the straightforward, secure, and efficient operations of AltaVault, coupled with seamless

integration with any backup soft-

BUSINESS BENEFITS

- Creates a new service with an innovative alternative to traditional backup
- Speeds time to value with fast ramp-up and automated hands-off management
- Optimizes operational efficiency and improve productivity
- Saves hospitals and clinics tens to hundreds of thousands of dollars while improving data protection

ware or cloud, held great appeal.

Testing began immediately, combining a low-cost virtual AltaVault appliance with Engage's existing MEDITECH-certified BridgeHead backup software. To provide off-site replication, AltaVault targets the division's newly created Engage HealthCloud ObjectStore: purpose-built healthcare-specific

enterprise object storage located across the organization's existing data centers.

Not only did the pilot validate the solution's worth with fast, simple, and cost-efficient backup in Engage's hosted MEDITECH environment, but it also laid the groundwork for a new off-site backup-to-cloud service. "We quickly realized that our successes with AltaVault could easily be replicated in hospitals and clinics facing the same backup-to-tape challenges," says Harnett.

Flexible, easy-to-deploy AltaVault architecture and an Engage HealthCloud ObjectStore orchestrated infrastructure enabled the division to quickly introduce an affordable and attractive service to member hospitals and clinics. "In addition to simplicity and savings, our NetApp AltaVault and Engage HealthCloud ObjectStore-supported backup service makes it easy for customers to check off all those boxes for meaningful-use HITECH Act and regulations compliance, such as encryption and off-site copies," says Frank Tollefson, also an assistant director

of Network Services at INHS/Engage.

SOLUTION

A fast and easy rollout

Within hours, Engage had deployed a physical AltaVault AVA400 appliance capable of accommodating over 4PB of logical data in the cloud—enough to support its hosted MEDITECH backup environment for years. Engage uses equally easy-to-deploy virtual AltaVault devices to support its off-site backup-to-cloud services.

Effortless integration with existing backup software and automated, hands-off management enable a fast ramp-up and easy administration. The result is that Engage and hospital IT teams can focus more of their time on mission-enhancing projects. For smaller practices with limited or no IT support, the easy integration and automated management mean that clinicians no longer need to take time away from their jobs to change tapes.

AltaVault also provides fully encrypted in-flight and at-rest backups with local key management for complete customer

"NetApp technology is helping us help our customers direct more time and money into patient care—and that is what our business is all about."

Sean Harnett
Assistant Director of Network Services, INHS/Engage

WATCH THE VIDEO



Chad Skidmore, director of INHS/Engage, talks about how NetApp helps Engage manage the explosion of data in the healthcare industry.

control. This capability helps ensure that authorized personnel can always access patient data for quality care while keeping that data safe and compliant, both on the premises and in Engage's HealthCloud ObjectStore.

Other beneficial AltaVault functionality includes deduplication and compression, which maximize efficiency and extend investment value. For example, Engage can condense over 100TB of daily, weekly, monthly, and annual backups in a typical hosted hospital's MEDITECH instance to around 37TB. [Twitter](#) And because Engage bases service costs on the deduplicated data rates, customers get more value for their dollar as well.

BUSINESS BENEFITS

Making it easy to say yes

Traditional tape-based backup is full of challenges for everyone, but it is especially hard on small to mid-sized hospitals and physician practices coping with ever-escalating patient records and tight IT budgets.

Such was the case for one of Engage's customers running a

230-bed hospital. Although the simplicity and cost of the off-site backup-to-cloud service was appealing, concerns about storing backups in the cloud, and potentially losing control over data, made decisionmakers cautious about moving forward. Engage proposed a four-month trial of its AltaVault powered offering, and the hospital quickly saw the value of the solution and the security benefits it brought.

“Once they experienced how easy it was to quickly restore from local cache or cloud, how much less intervention it required than tape, and how encryption kept everything safe, they were sold,” says Tollefson.

Putting the cloud within reach

AltaVault appliances, Engage HealthCloud ObjectStore, and even new data center deployments

(such as a cutting-edge NetApp FAS8000 series storage system running the NetApp clustered Data ONTAP® operating system within Engage’s hosting environment) are making it easier than ever for a growing roster of customers to confidently begin their journey to the cloud.

Today, AltaVault supports cloud-enabled backup and recovery services that are easy to integrate, simple to manage, and highly secure. AltaVault also helps Engage offer those services for a fraction of what traditional PBBAs or tape-based backup cost.  This benefit can result in savings ranging from tens to hundreds of thousands dollars, depending on the size of the hospital or clinic.

“The popularity of our off-site backup-to-cloud solution is spreading quickly,” says Harnett. “NetApp

technology is helping us help our customers direct more time and money into patient care—and that is what our business is all about.”

SOLUTION COMPONENTS

NETAPP PRODUCTS

NetApp AltaVault physical and virtual appliances

NetApp FAS8000 series storage platform running clustered Data ONTAP

THIRD-PARTY SOLUTIONS

MEDITECH and GE Centricity platforms

BridgeHead backup, recovery, and archiving software

Engage HealthCloud ObjectStore

LEARN MORE

netapp.com/us/products/cloud-storage/altavault-cloud-backup.aspx

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